







## Scorecard &gt;

## 1.0 Customer

+ ADD

	Actual	Goal	As of Date
<u>Improved community access to information and services - BCCO</u>			
 <u>Building Industry Outreach Efforts</u>	3	3	FY06 Q2
<u>Use consistent, fair, and effective means to achieve code compliance (BCCO)</u>			
 <u>Average number of field observations</u>	15	15	FY06 Q3
<u>Industry liaison meeting participation</u>			
<u>Number of Florida Building Code seminar development</u>			
 <u>Number of Florida Building Code Workshops hours</u>	48	12	FY06 Q3
 <u>Number of Municipal Visits</u>	188	100	FY06 Q3
 <u>Quality assurance audits of manufacturers and Labs</u>	24.00 %	80.00 %	FY06 Q3
 <u>Staff Opinions for Board appeals</u>	100 %	90 %	FY06 Q3

Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO

ES-Clearly-defined performance expectations and standards (BCCO)

1-  
1

 <u>Timely Invoice Processing (21 days)</u>	57 %	80 %	FY06 Q2
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## 2.0 Financial

+ ADD

	Actual	Goal	As of Date
<u>Meet Budget Targets (Building Code Compliance)</u>			
 <u>Revenue: Total (Building Code Compliance)</u>	\$1,957	\$1,807	FY06 Q2
 <u>Expen: Total (Building Code Compliance)</u>	\$1,946	\$2,525	FY06 Q2

## 3.0 Internal

+ ADD

	Actual	Goal	As of Date
<u>Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO</u>			
 <u>Applications Technically Reviewed (45 days)</u>	76.18 %	80.00 %	FY06 Q3
 <u>Certificates of Competency Issued</u>	0.00	12.50	FY06 Q3
 <u>Timely Review of Licensing Applications (45 Days)</u>	100 %	80 %	FY05 Q4
 <u>Timely Review of Licensing Applications (10 Days)</u>	74 %	80 %	FY06 Q3
<u>Timely identification and remediation of nuisances, including unsafe structures - BCCO</u>			
 <u>License Compliance by Contractors After Citation</u>	51 %	50 %	FY06 Q3
 <u>Response to Contractor Complaints</u>	65 %	80 %	FY06 Q3
 <u>Timely Response to Unlicensed Contractor Activity</u>	66 %	80 %	FY06 Q3
<u>Consistent interpretation and application of enforcement practices - BCCO</u>			
 <u>Number of Vehicle Checkpoints</u>	5	3	FY06 Q3
 <u>Timely Processing of Certification Applications</u>	100 %	95 %	FY06 Q3

## 4.0 Learning and Growth

+ ADD

	Actual	Goal	As of Date
<u>Well-trained, customer-friendly County government workforce - BCCO</u>			
 <u>Florida Building Code Training</u>	150	130	FY05

## Scorecard Details &gt;

Exception Report

Owners  
08/02/2006

Monitors

Page 1 of 15

EXPLORE

<b>Scorecard Name:</b>		Building Code Compliance	<a href="#">Goolsby, Michael Rodriguez,</a>	<a href="#">Marko, Thomas Fernandez,</a>
<b>Description:</b>			<a href="#">Anna Gonzalez, Herminio</a>	<a href="#">Margarita Torriente, Susanne</a>
			<a href="#">Charles, Kathy</a>	
<b>Parent Scorecards</b>		<b>Child Scorecards</b>		
<a href="#">ACM Scorecard - Torriente, Susanne</a>		<a href="#">BCCO - Product Control Division</a>		
<a href="#">ACM Scorecard - Susanne Torriente (Land Use &amp; Development)</a>				

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# Building Code Compliance

## Business Plan Report

### Customer

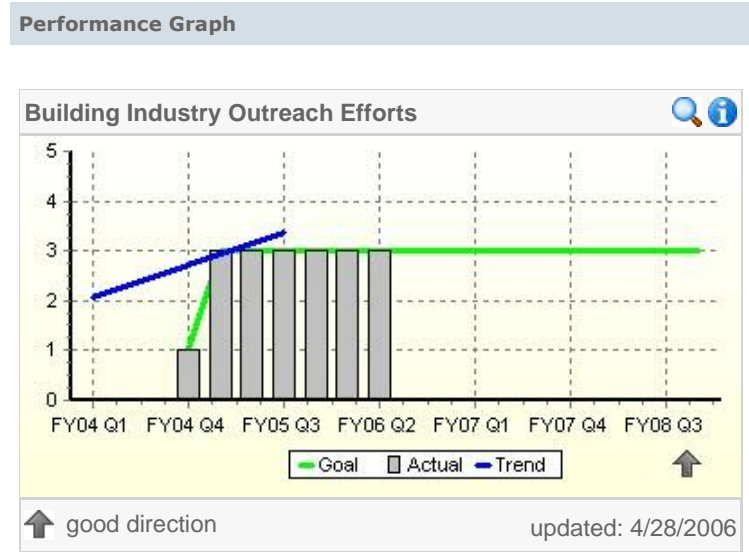
Objective Name	Owner(s)
Improved community access to information and services - BCCO	Kathy Charles Anna Rodriguez

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
Empower the community by increasing communication and coordination with local, state, and federal entities

Parent Objectives
(NU2.2) Improved community access to information and services (priority outcome)

Measures	Owner(s)
Building Industry Outreach Efforts	Kathy Charles Anna Rodriguez
Number of quarterly industry newsletters produced per year. The Office produces and distributes the "Cornerstone" newsletter as an outreach effort each month.	



Initiatives Linked To Measure		Owner(s)
Disseminate information regarding department services and functions		Kathy Charles
Provide BCCO Staff as direct contact for PIC		Michael Goolsby

Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Objective Name	Owner(s)
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Use consistent, fair, and effective means to achieve code compliance (BCCO)	Kathy Charles Herminio Gonzalez Michael Goolsby Anna Rodriguez
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Initiatives Linked To Objective	Owner(s)
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Standardize municipal process and information	Michael Goolsby
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GrandParent Objectives
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Parent Objectives
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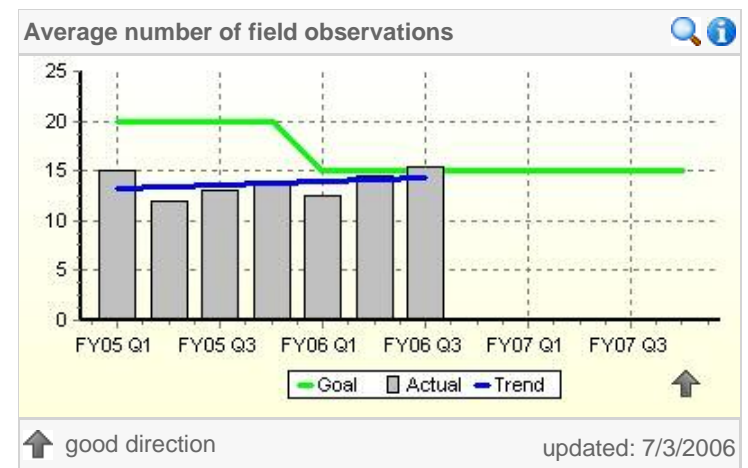
Use consistent, fair and effective means to achieve code compliance
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Measures	Owner(s)
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Average number of field observations	Michael Goolsby
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The average number of field observations conducted per Specialist, per week, per quarter

Performance Graph
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Initiatives Linked To Measure	Owner(s)
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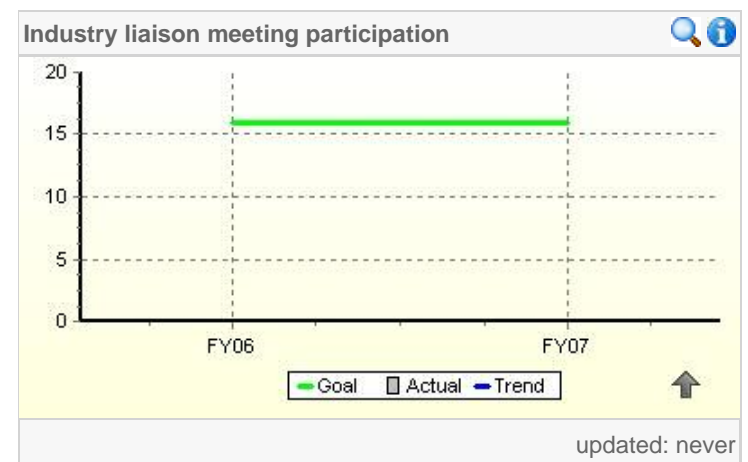
Child Measures Linked To Measure
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ACTUAL	GOAL	DATE
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Industry liaison meeting participation	Michael Goolsby
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Industry liaison meeting participation. Code Specialists will provide two industry meetings per year.

Performance Graph
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Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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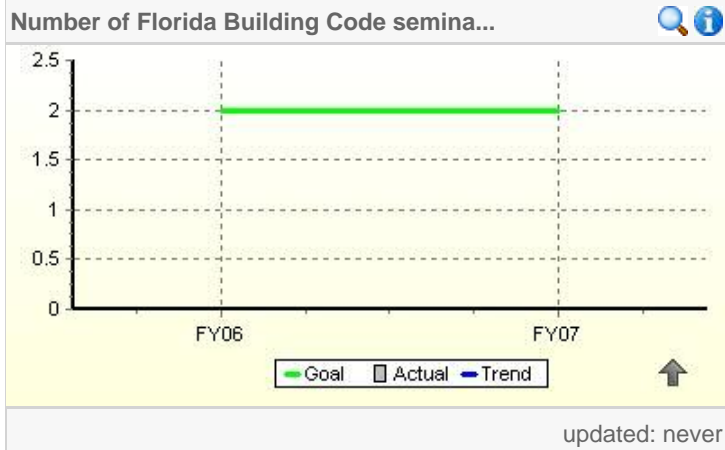
ACTUAL	GOAL	DATE
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Number of Florida Building Code seminar development	Michael Goolsby Anna Rodriguez
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Number of Florida Building Code seminar development per year, per Specialist

Performance Graph
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Initiatives Linked To Measure	Owner(s)
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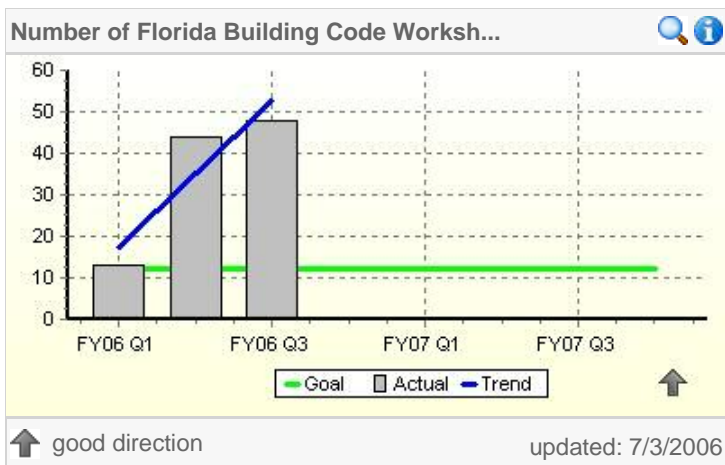
Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Number of Florida Building Code Workshops hours

Michael Goolsby

Number of Florida Building Code Workshop hours provided per quarter

#### Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Number of Municipal Visits

Michael Goolsby

Number of municipal visits provided for guidance and assistance.

#### Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

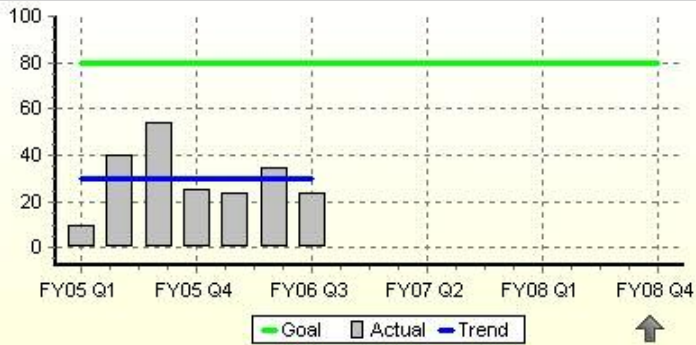
Quality assurance audits of manufacturers and Labs

Kathy Charles Jaime Gascon Anna Rodriguez

Percentage of visits to manufacturers and laboratories with state of Florida approval based on Miami-Dade's NOA/certificate.

## Performance Graph

### Quality assurance audits of manufactur...



↑ good direction

updated: 7/13/2006

## Initiatives Linked To Measure

## Owner(s)

Develop a quality assurance program for certified labs

Kathy Charles  
Jaime Gascon  
Anna Rodriguez

Implementation of a Mutual recognition Program for certified labs, fabricators and manufactures

Kathy Charles  
Jaime Gascon  
Anna Rodriguez

## Child Measures Linked To Measure

ACTUAL GOAL DATE

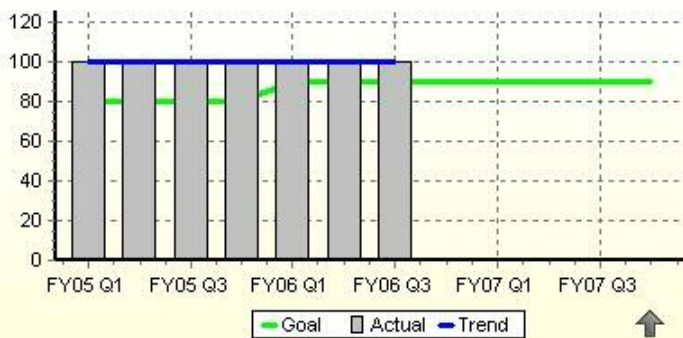
Staff Opinions for Board appeals

Michael Goolsby

Percentage of completed staff opinions for board appeals

## Performance Graph

### Staff Opinions for Board appeals



↑ good direction

updated: 7/3/2006

## Initiatives Linked To Measure

## Owner(s)

## Child Measures Linked To Measure

ACTUAL GOAL DATE

Objective Name		Owner(s)
(ES-1-1) Clearly-defined performance expectations and standards (BCCO)		Kathy Charles Herminio Gonzalez Anna Rodriguez
Initiatives Linked To Objective	Owner(s)	
<div>GrandParent Objectives</div> Enable County departments and their service partners to deliver quality customer service		
<div>Parent Objectives</div> (ES1.1) Clearly-defined performance expectations and standards (priority outcome)		
Measures		Owner(s)
Timely Invoice Processing (21 days)		Kathy Charles Herminio Gonzalez Anna Rodriguez
The percentage of invoices processed within 21 days		
Performance Graph		
<div>Timely Invoice Processing (21 days)</div> <div>             ↑ good direction             updated: 4/28/2006           </div>		
Initiatives Linked To Measure	Owner(s)	
Child Measures Linked To Measure		
		ACTUAL GOAL DATE

Objective Name		Owner(s)
Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO		Kathy Charles
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Customer Feedback Plan	Kathy Charles Herminio Gonzalez Anna Rodriguez	
		Parent Objectives
Measures		Owner(s)



## Financial

Objective Name	Owner(s)
Meet Budget Targets (Building Code Compliance)	Herminio Gonzalez

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Planned necessary resources to meet current and future operating and capital needs (priority outcome)

### Parent Objectives

(ES8.2.1) Meet Budget Targets

Measures	Owner(s)
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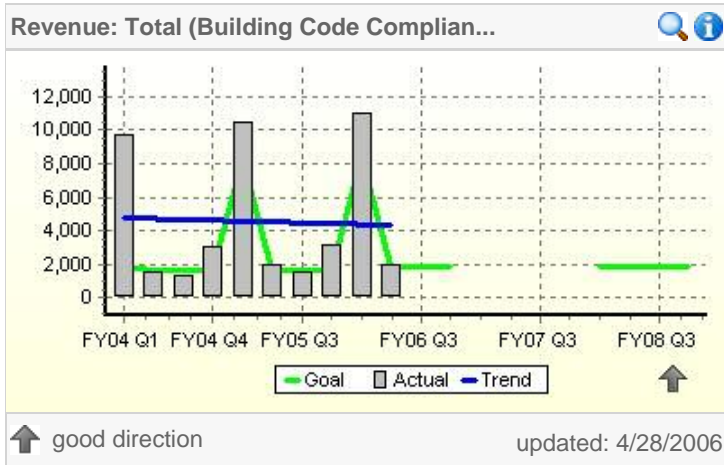
Kathy Charles Herminio Gonzalez Anna Rodriguez

Total revenue in \$13,758 (from FAMIS) including carryover

Performance Graph	Initiatives Linked To Measure	Owner(s)
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### Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
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Expen: Total (Building Code Compliance) Herminio Gonzalez

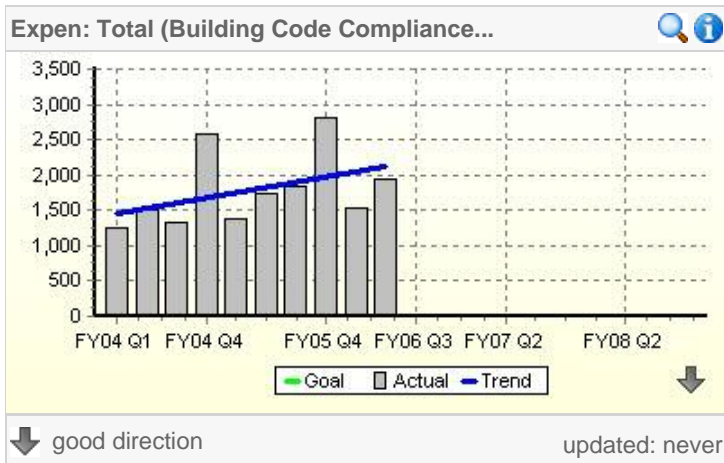
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
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	Expen: Personnel (Building Code Compliance)	\$1,253	\$1,434	FY06 Q2
	Expen: Other Operating (Building Code Compliance)	\$650	\$1,055	FY06 Q2
	Expen: Capital (Building Code Compliance)	\$43	\$36	FY06 Q2



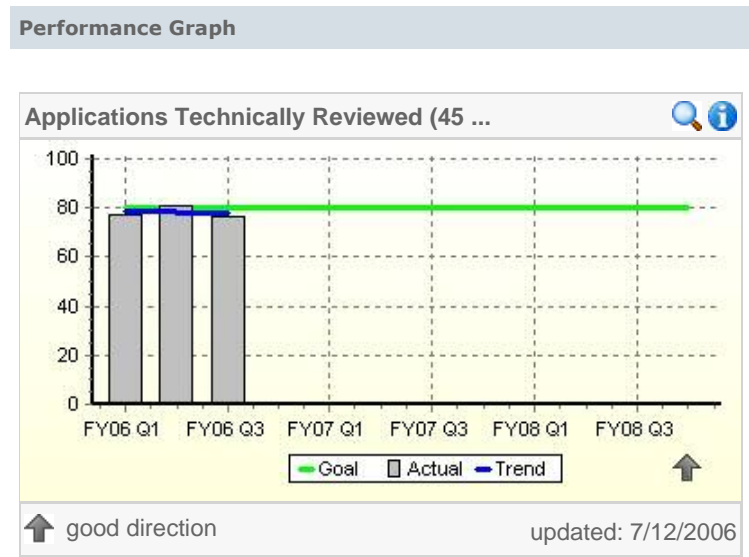
Objective Name	Owner(s)
Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County - BCCO	Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
Create a more business-friendly environment in Miami-Dade County

Parent Objectives
(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

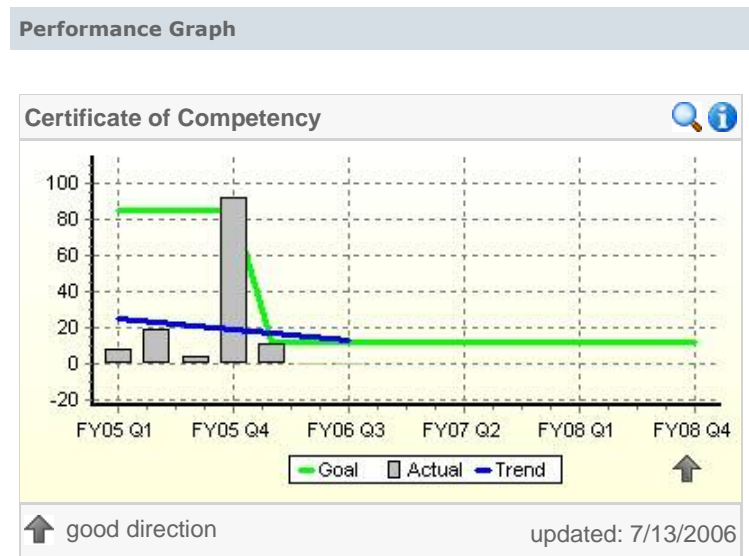
Measures	Owner(s)
Applications Technically Reviewed (45 days)	Jaime Gascon
Percentage of applications with technical review completions within 45 days.	



Initiatives Linked To Measure	Owner(s)
Product Control system enhancements	Kathy Charles Jaime Gascon Anna Rodriguez

Child Measures Linked To Measure	ACTUAL	GOAL	DATE
Applications Technically Reviewed (60 days)	78 %	95 %	FY06 Q3

Certificates of Competency Issued	Kathy Charles Jaime Gascon Anna Rodriguez
Number of eligible plant inspections for certificates of competency.	

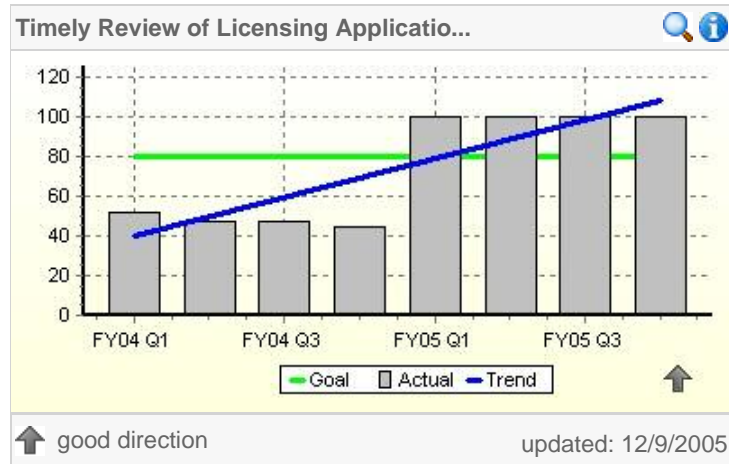


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
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Timely Review of Licensing Applications (45 Days)	Michael Goolsby
Percentage of licensing applications submitted and reviewed in 45 days	

## Performance Graph



## Initiatives Linked To Measure

Owner(s)

## Child Measures Linked To Measure

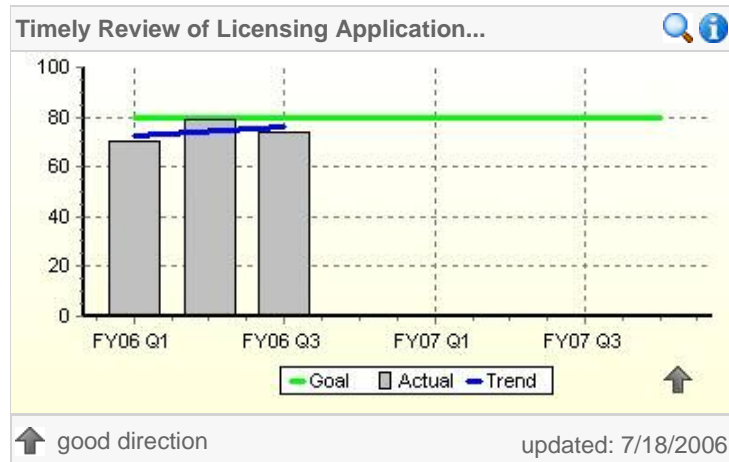
ACTUAL GOAL DATE

Timely Review of Licensing Applications (10 Days)

Michael Goolsby

The percentage of licensing applications reviewed within 10 business days prior to Board submittal

## Performance Graph



## Initiatives Linked To Measure

Owner(s)

## Child Measures Linked To Measure

ACTUAL GOAL DATE

**Objective Name****Owner(s)**

Timely identification and remediation of nuisances, including unsafe structures - BCCO

Kathy Charles Michael Goolsby Anna Rodriguez

**Initiatives Linked To Objective****Owner(s)****GrandParent Objectives**

Use consistent, fair and effective means to achieve code compliance

**Parent Objectives**

(NU4.2) Timely identification and remediation of nuisances, including unsafe structures (priority outcome)

**Measures****Owner(s)**

License Compliance by Contractors After Citation

Michael Goolsby

Percentage of unlicensed contractors who become licensed after receiving a citation

**Performance Graph****Initiatives Linked To Measure****Owner(s)**

Provide remedial information at time of contractor citation

Michael Goolsby

Provide two Contractor licensing Seminars

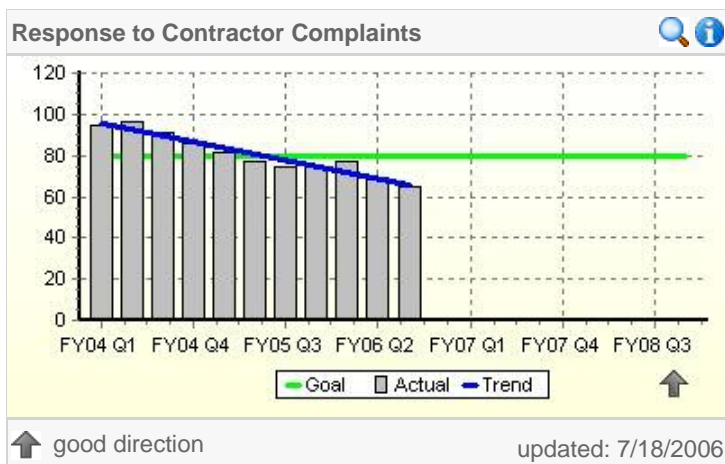
Michael Goolsby

**Child Measures Linked To Measure****ACTUAL GOAL DATE**

Response to Contractor Complaints

Michael Goolsby

Percent of complaints to BCCO processed within 48 hrs

**Performance Graph****Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure****ACTUAL GOAL DATE**

Timely Response to Unlicensed Contractor Activity

Michael Goolsby

Percentage of unlicensed contractor activity responded to within 24 hours

**Performance Graph****Initiatives Linked To Measure****Owner(s)**

Timely Response to Unlicensed Contract...



↑ good direction

updated: 7/18/2006

Child Measures Linked To Measure

ACTUAL GOAL DATE

Objective Name	Owner(s)
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Consistent interpretation and application of enforcement practices - BCCO

Kathy Charles Michael Goolsby Anna Rodriguez

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives
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Use consistent, fair and effective means to achieve code compliance

Parent Objectives
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(NU4.3) Consistent interpretation and application of enforcement practices

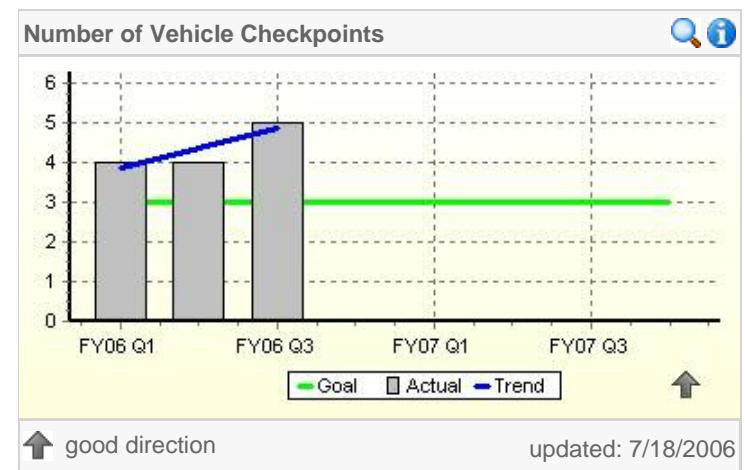
Measures	Owner(s)
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Number of Vehicle Checkpoints

Michael Goolsby

Conduct unlicensed contractor activity vehicle checkpoints

Performance Graph
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Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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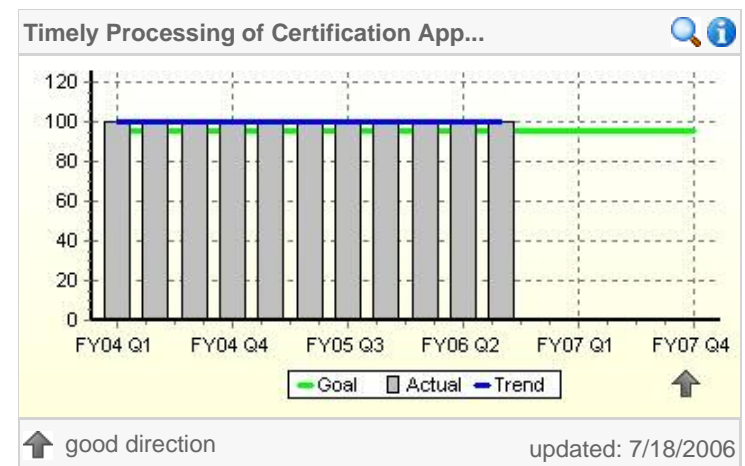
ACTUAL	GOAL	DATE
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Timely Processing of Certification Applications

Michael Goolsby

Percentage of certification applications processed within 7 days

Performance Graph
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Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure
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ACTUAL	GOAL	DATE
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# Learning and Growth

Objective Name		Owner(s)																		
Well-trained, customer-friendly County government workforce - BCCO		Kathy Charles Michael Goolsby Anna Rodriguez																		
Initiatives Linked To Objective		Owner(s)																		
Employee Motivation	Kathy Charles Herminio Gonzalez Anna Rodriguez																			
GrandParent Objectives																				
Empower the community by increasing communication and coordination with local, state, and federal entities																				
Parent Objectives																				
(NU2.3) Well-trained, customer-friendly County government workforce (priority outcome)																				
Measures		Owner(s)																		
Florida Building Code Training		Michael Goolsby																		
Number of credit hours of training per year																				
Performance Graph																				
<div>Florida Building Code Training</div> <table><tr><th>Fiscal Year</th><th>Actual</th><th>Goal</th></tr><tr><td>FY04</td><td>155</td><td></td></tr><tr><td>FY05</td><td>150</td><td></td></tr><tr><td>FY06</td><td></td><td>130</td></tr><tr><td>FY07</td><td></td><td>130</td></tr><tr><td>FY08</td><td></td><td>130</td></tr></table> <div>↑ good direction updated: 12/8/2005</div>		Fiscal Year	Actual	Goal	FY04	155		FY05	150		FY06		130	FY07		130	FY08		130	
Fiscal Year	Actual	Goal																		
FY04	155																			
FY05	150																			
FY06		130																		
FY07		130																		
FY08		130																		
Initiatives Linked To Measure		Owner(s)																		
Child Measures Linked To Measure																				
	ACTUAL	GOAL DATE																		